



February 2024

Dear applicant

Thank you for contacting us for information about the Volunteering Development Officer vacancy. You will find the following documents included in this pack:

- Background information about Dudley CVS
- About our application process
- Background information about the post you have enquired about
- A job profile and person specification for the post you have enquired about
- An application form
- An equal opportunities monitoring form

If you require an alternative format, please contact Dudley CVS via the details below.

The closing date for applications is 5pm Tuesday 19th March 2024. Application forms and the equal opportunities monitoring form should be emailed to info@dudleycvs.org.uk or posted to:

**Dudley CVS
7 Albion Street
Brierley Hill
DY5 3EE**

As we are a charity with limited resources, we are sorry that we will not be able to respond to applicants who are not shortlisted for interview. If you have not heard from us by Friday 22nd March, please assume that you have not been shortlisted. Interviews are currently planned for **Thursday 28th March 2024.**

If you have any questions about the process, please contact me on the number and email below. If you would like to have an informal discussion about the post, please contact Becky Pickin, Senior Development Officer, using the contact details provided in this letter.

Yours sincerely

**Dale Pickin
Administrator**



Background information

Dudley CVS's vision is:

"Caring, vibrant and strong communities where everyone can fulfil their potential"

And Dudley CVS's mission is:

"Connecting and inspiring people and organisations to achieve positive change while championing their value to partners and the wider community."

To achieve these, Dudley CVS:

- Helps individuals that access health and social care services. This includes listening to people's experiences of services and working with service-designers to improve them, connecting individuals to decision-makers and helping them get their voices heard and supporting them to access services that improve their health and wellbeing.
- Supports people and communities that want to make a positive impact. This includes helping people to come together to plan projects and activities that benefit local communities, connecting people and communities to service-designers and encouraging collaboration and signposting to volunteering opportunities.
- Providing tailored support to people that set up and manage voluntary and community organisations, charities and social enterprises. This includes training people to organise and lead their group, supporting with paperwork, planning and financial management. Dudley CVS also supports organisations with involving volunteers, measuring and demonstrating impact and connects them to potential partners and funding opportunities.

Dudley CVS also acts as a trading company. Its assets are DY1 and Brierley Hill Civic Hall.

In addition, we are a key player in the borough in terms of strategic and partnership work to ensure that the role of the voluntary and community sector is maximised.

The voluntary and community sector is very diverse, spanning small, solely volunteer-led community groups to large charities that employ staff and growing social enterprises that trade to achieve their social aims. Many of these organisations are managed by an elected committee of volunteers. They can receive funding for their work from sources including the council, regeneration schemes or other charitable funders such as the National Lottery Community Fund. Other groups will have no or only small amounts of funding and rely entirely on volunteers to carry out their work. Dudley CVS receives its 'core' funding from Dudley Council and we also receive funding from various other sources and via income generation.

Working at Dudley CVS

Dudley CVS is a friendly, versatile and creative charity. We help people and organisations that want to make a positive difference in communities across Dudley borough.

We have a team crammed full of enthusiastic people with a dazzling diversity of skills and knowledge. We work in an ever-changing environment which means every team member needs to be prepared to respond to both internal and external opportunities, sometimes in a short timescale.

We have an informal working environment and the spaces we work from are friendly and welcoming - from our main office in Brierley Hill to the premises at Brierley Hill Civic Hall and DY1 in Dudley. Staff working for Dudley CVS have many opportunities to develop their skills and experience and to prioritise and manage their own workload on a day-to-day basis.

We are governed by a board of directors who give their time voluntarily. The directors are elected from and by our members, which are voluntary and community organisations operating in Dudley borough.

Dudley CVS is a company limited by guarantee and a registered charity. Dudley CVS also acts as a trading company. Its assets are DY1 and Brierley Hill Civic Hall.

We have been firmly rooted in Dudley borough for nearly 50 years and we have a palpable passion for Dudley borough's amazing people and places.

Join us to help the whole team with the increasingly crucial role of supporting people to do more for themselves at the same time as creating positive outcomes within our communities.

During recruitment processes, we look for people who have a 'can-do' attitude and the ability to find ways and means to undertake work when solutions may not always be initially obvious, and people who relish a busy working atmosphere.

Our culture statement

Our Values

Dudley CVS nurtures people. As a team we work together to create a culture which places **trust, integrity, humility** and **caring** at the heart of what we do. We are **passionate** about supporting and working alongside people and the communities they are part of to make a difference and fulfil their potential. **Collaboration** is a cornerstone of all that we do.

Our values are our guiding beliefs, they define our behaviours and how we approach our work.

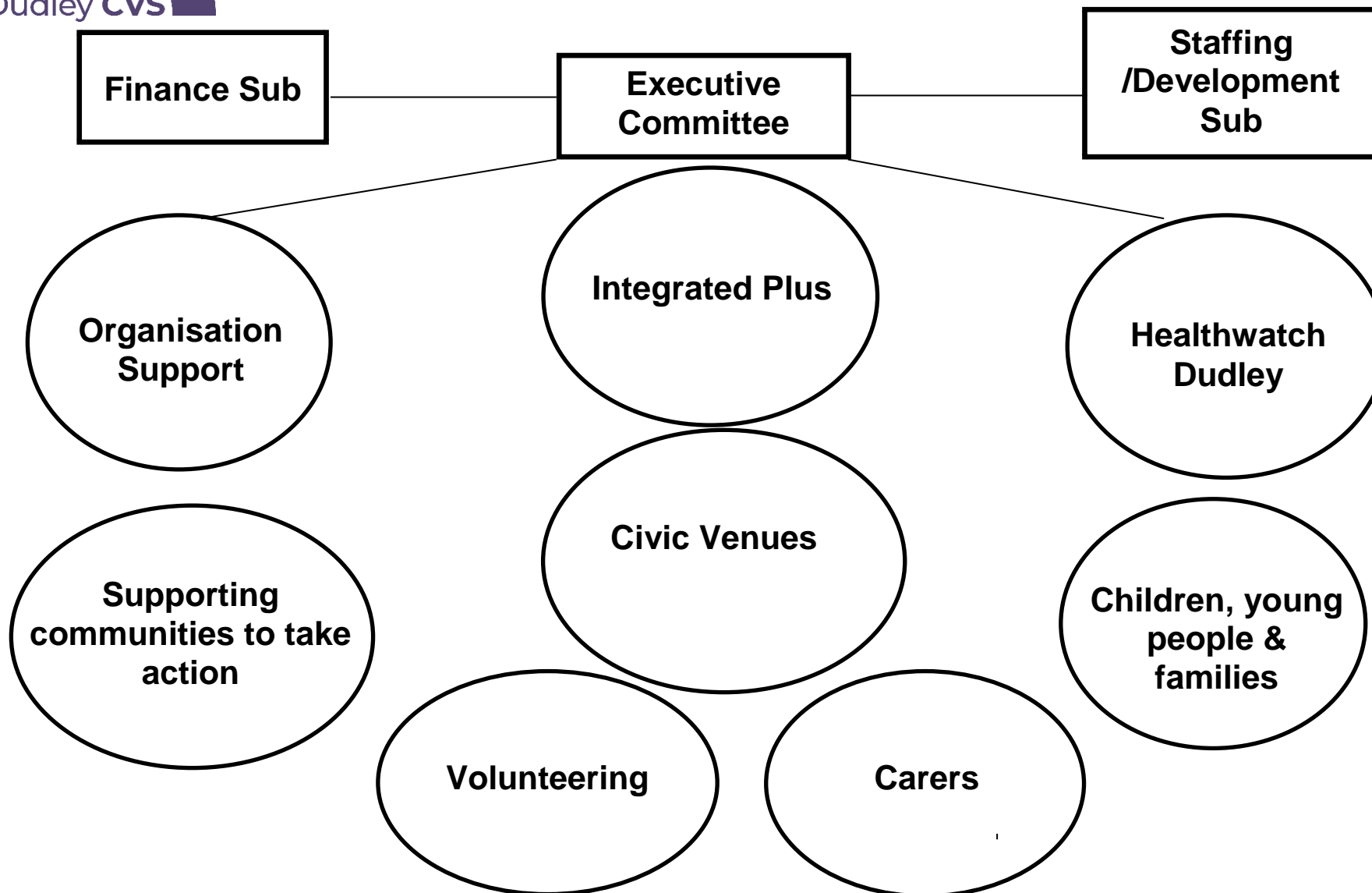
We work this way. We deliver on this. This is what you can expect from us.

Value	Values in Action	Values not in action
Trust	We nurture positive and respectful relationships We are open and transparent	<i>Having hidden conversations that foster negativity. Gossiping.</i>
Integrity	We are honest We put others first We are helpful We have authentic involvement We share learning	<i>Dishonesty, disrespectful, selfish actions, unhelpful, not having time for others.</i>
Humility	We acknowledge mistakes and limitations We are open to other viewpoints and ideas We have low self-focus We ask for help when we need it We recognise and appreciate others for their skills and talents	<i>Closed minded Seeking attention and the limelight Having negative preconceptions about peoples work, being ungenerous with, to and about our fellow colleagues</i>
Care	We are kind and supportive We help people to feel safe We value people We care about people's wellbeing We are friendly and welcoming	<i>Not having time for others Allowing cliques to develop and being selective in our behaviour towards people Making people feel isolated and outsiders</i>
Passion	We are brave to speak out We continuously learn through doing We are continuously curious	<i>Not speaking out Uncurious Apathy about work</i>
Collaboration	We work collaboratively across the whole organisation and with partners We believe in a culture rooted in collaboration, sharing and embracing learning together We cultivate collaborative behaviours	<i>Working in isolation Not sharing and learning together</i>

To see more of what we do visit www.dudleycvs.org.uk



Dudley CVS Organisation Structure





GUIDELINES ON COMPLETING YOUR APPLICATION

**It is very important that you read this information
before completing the form.**

How we decide who to invite for interview

Dudley CVS uses a scoring system in order to select those applicants who will be invited for interview. We give marks according to how well your application meets each point in our **Person Specification**. The candidates with the highest total scores are then invited for interview.

You will find a Job Description and a Person Specification enclosed in your pack. The job description tells you about the tasks you will be asked to do if you are successful; the Person Specification describes the person we are looking for to fill the post. Your application should, therefore, be based on the Person Specification.

How you can give yourself the best chance of being successful

Whilst we do need, and take note of, all the information you give us, the most important part of the form is:

SECTION 6. EXPERIENCE

This is your opportunity to tell us clearly how your experience and abilities relate to each of the requirements in the Person Specification. Although reference to the Job Description is always good, **it is the details of the Person Specification that you will be scored against.**

It would be helpful if you write your information in the same order as the requirements are set out in that document.

It is also useful if you provide some evidence about how well you did a task. Below is an example of a good response.

From the Person Specification: "Experience in the use of word processing and spreadsheet packages."

Response: "I have used word processing extensively to produce letters, reports tables and minutes. I am good at spelling and punctuation and always take care to proofread and to make sure that the document is well laid out. I have used spreadsheets in my voluntary capacity as book-keeper for a small group. I have set up a system to calculate cash in hand at the end of each month and to compare expenditure against budget, which has been easily followed by the Management Committee."

Other sections on the Application Form and how to fill them out.

1. PERSONAL DETAILS

Dudley CVS is an equal opportunities employer and welcomes applications from people with a disability. **All applicants will be judged on their experience and job-related abilities only.**

If you would need any special arrangements to attend for interview, please either include this on the form or attach a separate sheet if necessary.

2. EDUCATION/TRAINING/QUALIFICATIONS

Please detail the information that is relevant to your application. It is not necessary to list the schools / colleges you attended. Please note that, should you be offered the post, you will be asked to supply evidence of your qualifications (original certificates for example).

3. RELEVANT NON-QUALIFICATION LEARNING

We are interested in any learning you have taken part in **which is relevant to the post**. This could be short courses, company in-house training, voluntary work, computer based training or one-to-one mentoring.

4. PRESENT/LAST EMPLOYMENT

Use this section to describe to us your current or most recent duties and responsibilities, emphasising those **which relate to this application and your level of responsibility**.

5. PAST EMPLOYMENT (MOST RECENT FIRST)

We are interested in your relevant duties but also in the breadth and variety of experience that you have had. If you feel it is relevant, please give us some detail of your different responsibilities. You can use an extra sheet if necessary.

Unless there is something you particularly want to tell us about, there is no need to include information for more than the past 15 years.

6. REFERENCES

Please check with your referees that they will be available to supply a reference, if required, immediately after the interview date. If one of your referees is on holiday or otherwise unavailable for a time, please attach to the form the times when your referee will be available or find an alternative person.

7. CRIMINAL CONVICTIONS

Certain posts within Dudley CVS involve working with vulnerable adults and children. If you are applying for such a post, the law requires that we request a Disclosure and Barring Service check on you.

Unspent criminal convictions will only be taken into consideration if they are directly relevant to the post. Failure to disclose unspent convictions could result in disciplinary procedure should you be appointed.

8. DECLARATION

Please note that emailed applications will be accepted and should you be shortlisted for interview you will be asked to sign the form.

9. CLOSING DATE

Please make sure that you post the form in good time. **Dudley CVS cannot accept late arrivals.**

10. RECRUITMENT MONITORING FORM

Dudley CVS is an equal opportunity employer. To help us monitor our policy, we would be grateful if you would complete the details on the form.

The form will be separated from the application before the selection process begins.

11. DATA PROTECTION

Personal data obtained from applicants during the recruitment process will be held securely and will be used solely for the purposes of selection for the post advertised. Other than for the successful applicant, no personal data from the application form will be retained beyond four months from the date of interview. Equal opportunities monitoring information will be retained for twelve months.

12. CVs

Please **do not** include a CV. If you do, it will not be considered. All information must be on the application form or continuation sheets.

13. ELIGIBILITY TO WORK IN THE UK

English law requires that all employers check that everyone they employ is legally eligible to work in the UK. As an equal opportunities employer, Dudley CVS will therefore require all successful candidates to provide this proof prior to starting work. The Home Office has provided a detailed list of what documents provide the proof. If you would like to discuss this further, please do contact us.

Dudley CVS

Job Description



Job title:	Volunteering Development Officer
Responsible to:	Senior Development Officer – Group Development
Hours of work:	37 hours per week To be worked weekdays and some evenings and occasional weekends. Dudley CVS does not pay overtime but gives time off in lieu.
Salary range:	£32,076 aligned to NJC
Pension:	Employer contribution 6% after probationary period of 6 months, minimum employee contribution 4%
Location:	You will be based in offices in Brierley Hill and will be happy to work from a range of settings using mobile devices.
Travel expenses:	Paid at equivalent NJC casual user rates, monthly in arrears.
Holidays:	25 days per year (plus bank holidays)
Requirement:	A full driving license with access to own transport is required. Travel expenses will be paid at equivalent NJC casual user rates, monthly in arrears.

Main purpose of job

The role of the Volunteering Development Officer will be demanding, dynamic and gratifying, offering the post-holder opportunities to use their initiative and team-working ethos to develop the Volunteer Centre into a centre of excellence for all things volunteering. You will work with people at all sorts of levels and from a variety of backgrounds, from decision-makers to volunteer-involving groups, from people who want to make a difference where they live, to those less certain about their own potential.

You will inspire voluntary action across Dudley borough's communities, ensure that there is an opportunity for everyone, make sure volunteers' experiences are positive, nurture an environment where volunteering is flourishing and shout about the impact of volunteering on individuals, groups and communities.

The role will involve making a positive difference by recruiting, supporting and developing volunteers across Dudley borough's communities, including making volunteering accessible for people facing barriers in their lives. It will also involve supporting local organisations so that they are better able to provide meaningful volunteering opportunities that have a positive impact on volunteers, the organisations and the people who access their services.

Key responsibilities include:

- Brokerage – developing and leading on a visible, accessible and well-regarded brokerage service.
- Developing volunteering opportunities and opportunities for people to help in their communities – improving the quantity, quality and diversity of volunteering across the borough.
- Good practice development – supporting volunteer-involving organisations to achieve great practice in volunteer engagement, recruitment, support and recognition.
- Strategic development of volunteering – engaging with local networks and decision-makers to nurture a positive environment where volunteering is flourishing.
- Voice of volunteering – raising awareness of the impact and experiences of volunteers as well as any issues affecting volunteering.
- Being an integral part of the Group Development Team and our wider Dudley CVS teams.

Tasks / key responsibilities

Brokerage – developing and leading a visible, accessible and well-regarded brokerage service

- Grow our current brokerage service into the first port of call for would-be volunteers and organisations promoting their opportunities by being visible and well-networked within communities and with partners to inspire and raise awareness of the diversity and benefits of volunteering and by holding conversations with people to understand their interests, passions and goals to broker them into meaningful opportunities
- Develop positive working relationships with volunteer-involving organisations, especially not-for-profits, operating in Dudley borough
- Follow-up with people who have been referred to volunteering opportunities to determine the outcome of the referral, track progress, capture stories about the volunteering experience and provide ongoing support to ensure successful take-up of and sustained volunteering

Developing volunteering opportunities and opportunities for people to help in their communities – improving the quantity, quality and diversity of volunteering across the borough

- Gather and share insights around the barriers, goals, needs and aspirations of volunteers and work with organisations to develop opportunities around them, using initiative and sensitivity to balance the needs and aspirations of people and organisations
- Work dynamically with organisations to develop a wider variety of meaningful opportunities for people to volunteer, from short-term opportunities that require little commitment to longer-term roles that offer personal development pathways
- Help and positively challenge organisations to understand and reduce the barriers to volunteering. Change or challenge perceptions about what volunteering is by helping to develop a range of opportunities and by engaging with cohorts new to volunteering (eg. young people, unemployed people, disabled people)
- Lead on the implementation of Dudley CVS's corporate volunteering strategy, supporting colleagues to develop volunteering opportunities within Dudley CVS and to recruit, train and manage volunteers where appropriate, enabling Dudley CVS to lead by example

Good practice development – supporting volunteer-involving organisations to achieve great practice in volunteer engagement, recruitment, support and recognition

- Act as the point of contact for organisations around all things volunteering and as the bridge between volunteers and volunteer-involving organisations so that voluntary activity is mutually beneficial
- Provide bespoke one-to-one support to groups wishing to establish new or develop existing volunteer programmes to encourage good practice in the engagement, recruitment and management of volunteers, including the development of paperwork such as volunteer policies, agreements and problem-solving procedures. Assess their volunteering training and development needs and identify appropriate ways in which to meet them
- Develop and deliver regular training, tools and resources for volunteer-involving organisations on good practice topics, ensuring they are accessible to a range of not-for-profit organisations, from small and informal community groups to larger organisations
- Support Dudley CVS teams with any volunteer engagement and management so that Dudley CVS can lead by example

Strategic development of volunteering – engaging with local networks and decision-makers to nurture a positive environment where volunteering is flourishing

- Engage positively with stakeholders to explore collaborative initiatives that improve access to quality volunteering opportunities, particularly where this contributes to wider determinants
- Work closely with Dudley CVS colleagues, other organisations, partners and agencies to identify emerging / unmet needs and develop innovative and sustainable community-based solutions
- Support senior colleagues to develop projects, access funding and advocate for volunteering with decision-makers and other strategic partnerships. This may include providing insights, data and other information relevant to voluntary action

Voice of volunteering – raising awareness of the impact and experiences of volunteers as well as any issues affecting volunteering

- Research, collate and communicate any drivers and trends, incorporating the experiences and journeys of volunteers

- Bust myths and promote understanding of the needs and aspirations of volunteers to volunteer-involving organisations and partners so that volunteering experiences can be improved
- Be a champion of volunteering, taking part in events, talks or engaging with media sources to promote volunteering and its benefits to people, organisations and communities

Being an integral part of the Group Development Team and our wider Dudley CVS teams

- Contribute to and support the priorities and work of the Group Development Team
- Attend weekly team meetings to provide positive support and challenge to colleagues
- Take an active role in identifying opportunities for reflection, learning and development to achieve personal growth and aspirations

Standard terms common to all job descriptions

- Role model Dudley CVS's values and ethos
- Be willing to work outside the office environment, occasionally unsocial hours including weekends and evenings and travel within Dudley borough and occasionally further
- Help ensure that Dudley CVS embraces diversity, challenges discrimination and reflects Dudley borough's communities
- Participate in your reviews, supervisions and appraisals
- Participate in Dudley CVS team meetings, away days, reviews, AGMs etc.
- Comply with all Dudley CVS policies and conditions of service
- Have due regard to the provisions of health and safety at work legislation
- Undertake additional responsibilities appropriate to the grade and responsibilities of the role.

Person specification

The person specification is a picture of knowledge, skills, experience and attributes Dudley CVS is seeking. It will be used in the shortlisting and interview process for this role.

Please show us how you meet the following criteria and tell us why this role is perfect for you.

Essential skills and experience

1. Experience of working with, supporting and managing volunteers
2. Experience of developing and delivering training
3. Excellent interpersonal skills with the ability to build and champion professional, long-term relationships with various stakeholders, to influence and motivate others
4. You are a great collaborator who can identify mutually beneficial priorities across different teams
5. Excellent organisational skills, attention to detail and the ability to manage a busy workload and prioritise accordingly
6. Excellent written and verbal communication skills including being able to have strategic conversations one minute and talk to an anxious or unsure volunteer the next
7. You bring creativity, imagination and flair to your work and its challenges, which you can prioritise and flex, knowing when to use your own initiative and when a team approach is needed
8. Understanding of and full commitment to equality, diversity and inclusion
9. Experience of delivering customer service or giving guidance and of dealing with enquiries
10. A passionate champion of volunteering and the personal growth and self-development of volunteers
11. Role model positivity and an aspirational, values-led attitude
12. Eagerness to overcome challenges and apply self-reflection and evaluation as an opportunity for personal development
13. You know how to use a range of software to produce written documents, spreadsheets, presentations. You can effectively manage communication by email, and you are comfortable using collaborative online tools (for example Microsoft 365, WhatsApp, Twitter, Facebook, using text editors such as Word/Pages and other message apps)

Desirable

1. Local knowledge and experience of the voluntary and community sector
2. Experience of volunteer recruitment, management and brokerage
3. Excellent understanding of the needs and motivations of volunteers and of best practice in volunteer engagement, recruitment, management and support
4. Experience of measuring impact and understanding data

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